



STATE OF IOWA
MASTER AGREEMENT
 Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 12-01-2008
 EXPIRATION DATE: 11-30-2009
 PAGE: 1 of 4

VENDOR:

NCO Financial Systems
 507 Prudential Rd

Horsham, PA 19044
 USA

VENDOR CONTACT:

Joshua Gindinor or Al Zezulinski
 PHONE: 800-220-2274 EXT:
 EMAIL: contracts@ncogroup.com

FOB FOB Dest, Freight Prepaid

ISSUER:

JEANETTE CHUPP
 PHONE: 515-281-6288
 EMAIL: Jeanette.Chupp@iowa.gov

Contract For: Staffing/Management of Central Collections Unit Call Center.

The parties agree to comply with the terms and conditions on the following attachments which are by this reference made a part of the Agreement.

Attachment 1: General Terms and Conditions for service contracts posted at: http://das.gse.iowa.gov/terms_services.pdf

Attachment 2: Contractor's Response to Competitive RFP 70400S066 dated June 25, 2004, on file with the Iowa Dept. of Administrative Services, GSE-Procurement, Des Moines, Iowa, for Staffing and Management of the Central Collections Unit Call Center at 401 SW 7th Street, Des Moines, Iowa,

Note: 2008-2009 is Renewal Year Number 5. under RFP 70400S066.

RENEWAL OPTIONS

FROM 12-01-2009 TO 11-30-2010

AUTHORIZED DEPARTMENT

625 Revenue

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		STATE OF IOWA	
CONTRACTOR'S NAME (If other than an individual, state whether a corp., partnership, etc.)		AGENCY NAME	
<i>12-29-08</i>		<i>Iowa Dept. of Administrative Services</i>	
BY (Authorized Signature)	Date Signed	BY (Authorized Signature)	Date Signed
<i>[Signature]</i>		<i>Jeanette Chupp</i>	<i>Nov. 6, 2008</i>
Printed Name and Title of Person Signing		Printed Name and Title of Person Signing	
<i>John Schwab, ELP</i>		<i>Jeanette Chupp</i>	
Address		Address	
<i>507 Prudential Rd, Horsham, PA 19044</i>		<i>Hoover Bldg., Des Moines, Iowa, 50319</i>	



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			Dept. of Revenue, Tax Debt:	
			2.75% of amount collected	
			Effective Year 1 thru Year 6.	
2	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			Judicial Branch Fees and Fines:	
			2.75%	
			Effective Year 1 thru Year 6.	
3	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			Department of Human Services Child Support:	
			3.25% of amount collected.	
			Effective Year 1 thru Year 6.	
4	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			College Student Aid regular or AWG Payments:	
			3.00% of amount collected	
			Effective Year 1 thru Year 6.	
5	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			College Student Aid Ford or FFEL Consolidation:	
			2.00% of amount collected or \$ per account consolidated	
			Effective Year 1 thru Year 6.	
6	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			College Student Aid Rehabilitation Payments:	
			3.25% of amount collected.	
			Effective Year 1 thru Year 6.	
7	0.00000	HOUR	94625	\$25.000000
			Banking Services	\$0.000000
			Non-filer and other hourly work:	
			\$25.00 per hour	
			Effective Year 1 thru Year 6.	
8	0.00000		94625	\$0.000000
			Banking Services	\$0.000000
			Performance Bonus for Annual Collections:	
			- 6% of Dept. of Revenue Tax Debt Collections in excess of \$19,800,000 per year.	
			- 6% of College Student Aid AWG Payments collected in excess of \$1,200,000 per year.	
			Effective Year 1 thru Year 6.	
9	0.00000		94625	\$0.000000
				\$0.000000



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
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Banking Services

Performance Bonus for Annual Collections, 6.5% of:

- Judicial Branch Fees and Fines Collections in excess of \$12,000,000 per year
 - Dept. of Human Services Child Support Collections in excess of \$1,380,000 per year
 - College Student Aid Rehabilitation Payments collections in excess of \$2,400,000 per year
- Effective Year 1 thru Year 6.



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TERMS AND CONDITIONS

Terms & Conditions Service

The parties agree to comply with the terms and conditions on the following web site which are by this reference made a part of the Agreement.

General Terms and Conditions for service contracts are posted at: http://das.gse.iowa.gov/terms_services.pdf

Nov. 6, 2008

CONTRACT AGREEMENT
No. CT2895

SHORT FORM CONTRACT

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Vendor		State
NCO Financial Systems, Inc.	³	INDIVIDUAL CONTRACT
507 Prudential Road	³	Iowa Department of Revenue
Horsham, PA 19044		

NOTE: Outsourcing Solutions Inc. ("OSI") merged with NCO Group, Inc. in 2008

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CONTRACT PERIOD - Effective DECEMBER 1, 2008, Terminates NOVEMBER 30, 2009

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THE DURATION OF THIS CONTRACT IS FOR ONE (1) YEAR FROM DECEMBER 01, 2008, THRU NOVEMBER 30, 2009. AT THE SOLE DISCRETION OF THE STATE, THE VENDOR MAY BE GRANTED AN EXTENSION, OR EXTENSIONS OF THE CONTRACT FOR A TERM, OR TERMS NOT TO EXCEED ONE (1) ADDITIONAL YEARS FROM THE DATE OF EXPIRATION OF THE INITIAL TERM OF THE CONTRACT.

DESCRIPTION OF ITEMS CONTRACTED

CONTRACT TO PROVIDE DEBT COLLECTION SERVICES THRU THE CENTRAL COLLECTION UNIT FACILITIES PURSUANT TO THE SPECIFICATIONS, TERMS, AND CONDITIONS OF RFP 70400S066 DATED JUNE 25, 2004, ON FILE WITH THE DEPARTMENT OF ADMINISTRATIVE SERVICES, GENERAL SERVICES ENTERPRISE, HOOVER STATE OFFICE BUILDING, LEVEL A, DES MOINES, IOWA, 50319-0105.

THE OSI COLLECTION SERVICES (NCO) RFP RESPONSE PACKAGE OF JUNE 25, 2004, IS INCORPORATED HEREIN BY REFERENCE. IN THE EVENT OF ANY INCONSISTENCIES, THIS CONTRACT FORM SHALL TAKE PRECEDENCE, AFTER WHICH THE OSI COLLECTION SERVICES, INC. RFP RESPONSE PACKAGE AND STATE OF IOWA RFP 70400S066 DOCUMENT SHALL HAVE EQUAL WEIGHT.

..... PROGRAM FEATURES.....

NCO Financial Systems, Inc., shall operate, manage and staff the Central Collection Unit Call Center located at 401 S.W. 7th Street, Suite C, Des Moines, Iowa, to collect past due obligations owed to State of Iowa Agencies. NCO shall be responsible for locating and contacting debtors and arranging payment. Liabilities to be collected include past due tax obligations owed to the Department of Revenue, fees and fines owed to the Judicial Branch, child support owed to the Department of Human Services and defaulted Federal Family Educational Student Loans (FFEL) owed to the Iowa College Student Aid Commission. Other types of debt may also be referred. NCO shall also be responsible for contacting sales tax and withholding tax non-filers and may be involved in other types of compliance, enforcement, or customer service efforts that can be effectively handled through call center activities.

Terms of the Accountable Government Act shall apply to this Contract.

Contract Period and Renewal Options			
Year Number 1.	2004 to 2005	Year Number 4.	2007 to 2008
Year Number 2.	2005 to 2006	Year Number 5.	2008 to 2009
Year Number 3.	2006 to 2007	Year Number 6.	2009 to 2010

PRICING AS FOLLOWS ON PAGE 2..

<u>Fee for Service:</u>	<u>Fee Type</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Year 6</u>
Department of Revenue Tax Debt	% of amount collected	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
Judicial Branch Fees and Fines	% of amount collected	2.75%	2.75%	2.75%	2.75%	2.75%	2.75%
Department of Human Services Child Support	% of amount collected	3.25%	3.25%	3.25%	3.25%	3.25%	3.25%
College Student Aid regular or AWG payments	% of amount collected	3.00%	3.00%	3.00%	3.00%	3.00%	3.00%
College Student Aid Ford or FFEL Consolidation	% of amount collected or \$ per account consolidated	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%
College Student Aid Rehabilitation Payments	% of amount collected	3.25%	3.25%	3.25%	3.25%	3.25%	3.25%
Non-filer and other hourly work	\$ per hour worked	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00

Other fixed monthly or annual charges:

Access to Loan Collection System (WIN): No Charge

Completion of W.D. Ford Loan Package: No Charge

Variable monthly or optional charges:

NCO Financial Systems, Inc., Performance Bonus for Annual Collections

<u>Fee for Service:</u>	<u>Fee Type</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Year 6</u>
Department of Revenue Tax Debt	% of amount collected – Collections in excess of \$19,800,000 per year	6.00%	6.00%	6.00%	6.00%	6.00%	6.00%
Judicial Branch Fees and Fines	% of amount collected – Collections in excess of \$12,000,000 per year	6.50%	6.50%	6.50%	6.50%	6.50%	6.50%
Department of Human Services Child Support	% of amount collected – Collections in excess of \$1,380,000 per year	6.50%	6.50%	6.50%	6.50%	6.50%	6.50%
College Student Aid AWG payments	% of amount collected – Collections in excess of \$1,200,000 per year	6.00%	6.00%	6.00%	6.00%	6.00%	6.00%
College Student Aid Rehabilitation Payments	% of amount collected - Collections in excess of \$2,400,000 per year	6.50%	6.50%	6.50%	6.50%	6.50%	6.50%

STATE OF IOWA, DEPT. OF REVENUE, CONTRACT ADMINISTRATOR:
WAYNE COOPER(or his designee)
ADDRESS: IOWA DEPARTMENT OF REVENUE
401 SW 7th STREET, SUITE C
DES MOINES, IOWA, 50309
PHONE: 515-725-0229
FAX: 515-725-0264
E-Mail: WAYNE.COOPER@IOWA.GOV

VENDOR CONTACT: John Schwab, Executive Vice President
Contracts / Legal Department, Ph. 215-441-2465
NCO Financial Systems, Inc.
507 Prudential Road, Horsham, PA 19044
OPERATIONAL CONTACTS: Joshua Gindinor or Al Zezulinski
VENDOR PHONE: 800-220-2274
VENDOR FAX: 215-441-3931
VENDOR EMAIL: CONTRACTS@NCOGROUP.COM

PURCHASING CONTACT: JEANETTE CHUPP
PURCHASING PHONE: 515-281-6288
PURCHASING FAX: 515-242-5974
E-MAIL: JEANETTE.CHUPP@IOWA.GOV

TERMS.....
PRICING: FIRM FOR THE LIFE OF THE CONTRACT
FOB: DESTINATION
PAYMENT TERMS: NET 60 DAYS
MINIMUM ORDER: NONE

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